

MAS Trips

Mobile Application User Guide



A Driving Force in Non-Emergency
Medicaid Transportation Management

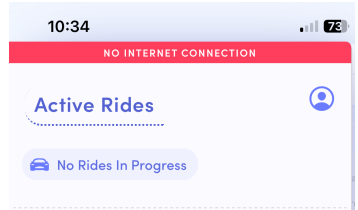
Updated July, 12, 2024

LATEST CHANGES

New Features and Enhancements

Offline Functionality

Rides can now be performed while offline, in manual mode and in the standard automatic mode. (Instructions on how to change these settings can be found [here](#).) The ride list will display the message *No Internet Connection* across the top to inform the driver there is no internet connection available.



GPS data will continue to be recorded and stored until the device's connection is restored. At that time, any pending offline requests will be sent to the MAS server and the trip's status will be updated accordingly.

Notes: While offline, the trip's server status-found on the right corner of the trip card- **will not** update until the device is back online and the GPS data is recorded and updated by MAS. *What does this mean? If the device is offline when pressing start pickup, the server status will remain unchanged and read as 'Dispatched' until the device is back*

Manual Mode

While in manual mode, if a ride is marked as having *Arrived at Pickup* and the ride is not started within 5 minutes, the driver will now receive a prompt, asking if they would like to start the trip.



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LATEST CHANGES

New Features and Enhancements

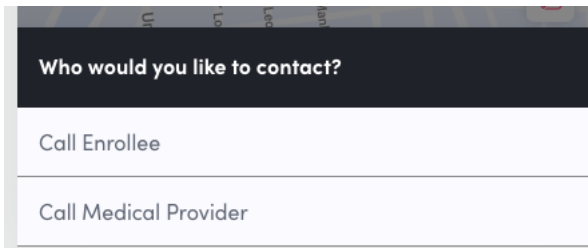
Interface Changes

Some buttons have changed location and/or been resized for a better user experience:

- Trip Instructions - trip instructions will now be available after selecting the trip and moving to the map screen, by clicking on the ⓘ symbol towards the bottom of the screen.
- Call button - the buttons to call the enrollee and/or medical provider have also moved alongside the trip instructions button. When clicked, the driver will be asked *Who would you like to contact?*, and display the available options . **Note:** The medical provider option will only be displayed when a contact number is available.



New Trip Instructions & Call Button Bar



Call Options Menu

FIRST STEPS

Things to note before signing in and using the MAS Trips application

Notes

1. Only users with a driver profile and username are able to use the application. If you have an existing MAS account as an admin user, you will need to create a driver profile and obtain a driver username to sign into the application. New and existing drivers will need to have their administrator enable the '*Mobile Login*' option in their driver profile via the provider portal. Enabling this option will generate a username for the driver to sign into the app.
2. The application will now allow for more than one active ride. Drivers will have the option to do multi-loaded trips, and the application will record and send the data for each active trip.
3. The application will only list rides for the current date, split by:
 - *Active Rides*
 - *Today's Rides* - any ride that has either been dispatched, or started but not active or complete.
 - *Completed Rides*
4. Location access will be needed to use the MAS Trips correctly. For instructions on how to enable these permissions, visit page 9 of this guide by clicking [here](#).
5. The mobile application can be downloaded for iOS by visiting the iOS App Store and the Google Play Store on Android devices.



LOGGING IN

A step-by-step guide on how to sign in as a first-time user and resetting your password

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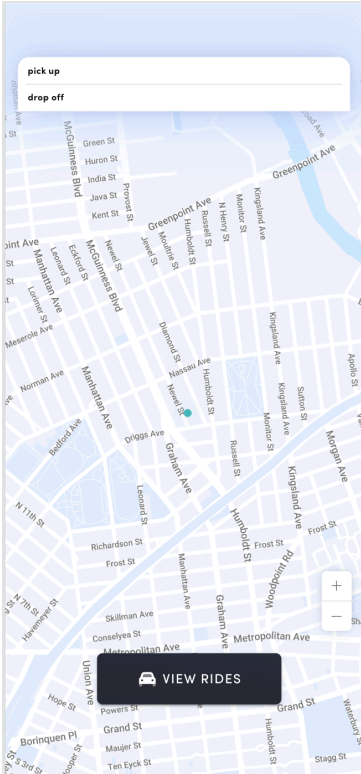
First Time Sign-On

1. After installing and opening the application, select the *Request Password* option found on the login screen.
2. Upon clicking the *Request Password* button, you will be taken to a new screen, where you will be asked to enter your username and the e-mail address provided to your TP. A temporary password will be sent to this e-mail.
3. After requesting the temporary password, you will return to the login screen. Here you will enter your username and the e-mailed temporary password.
Note: If you receive an error stating that the username can not be found, you will need to contact your administrator to verify both are correct.
4. Upon successfully entering the username and temporary password, you will be taken to the *Reset Password* screen. You will be asked to provide the following information:
 - ❖ Your new and confirmed password: passwords must contain at least 1 number, 1 special character, and have a minimum length of 7 characters.
5. Once you have successfully created a new password, you will now be able to view the *Current Ride* screen, where you will have access to upcoming, active, and completed rides for the current date, as seen on the next page.

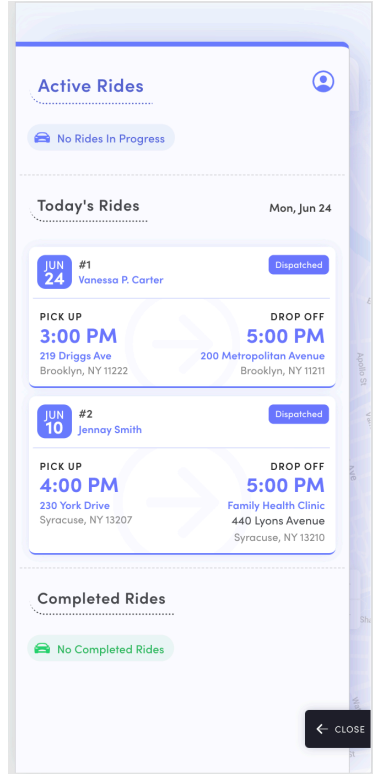


CURRENT RIDE

Upon signing in, or clicking the 'Current Ride' icon on the bottom navigation bar, you will be able to view all your active, upcoming, and completed rides for the current date by clicking 'View Rides'. Clicking on the menu icon, found towards the bottom right of the screen, will close the list and display the map screen.



Initial Map Screen

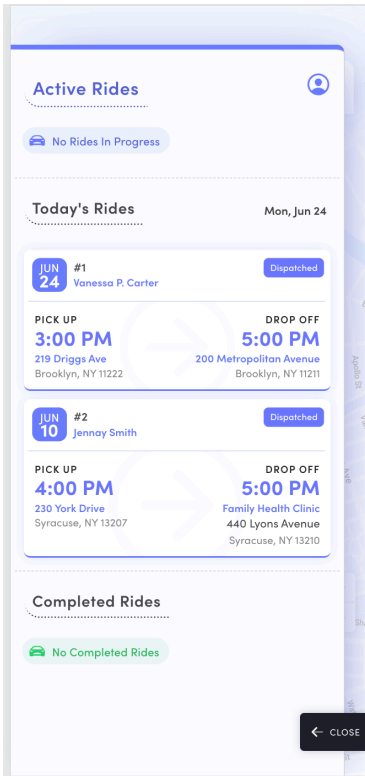


Sample Ride List

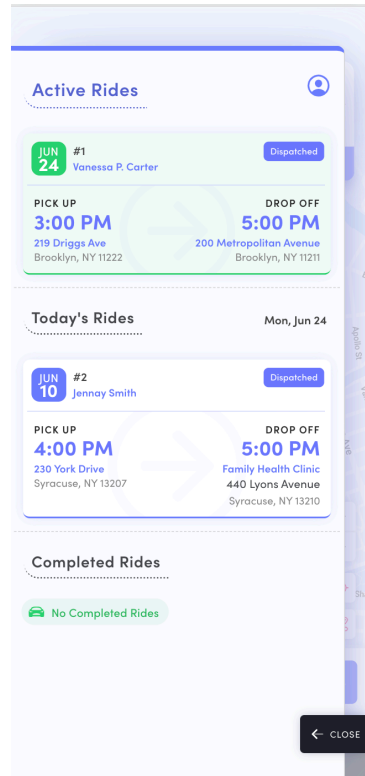


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First Time Sign-On



Ride List - No Active Rides



Ride List - One Active Ride



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Current Ride

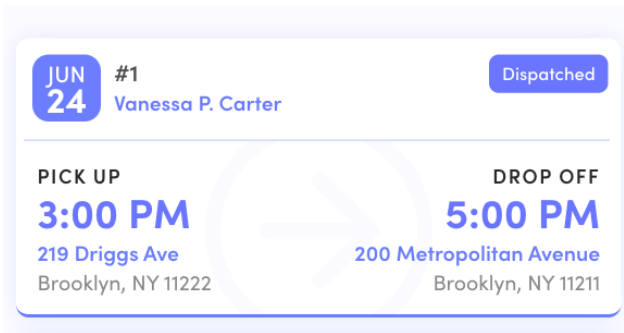
Trip Cards

Each card will display:

1. The trip date - *June 24*
2. The invoice number for the trip - *#1*
3. The Medicaid enrollee's name - *Vanessa P. Carter*
4. The current trip status: *'Dispatched'*
5. The pickup and drop-off information for the leg

Note: The possible trip statuses are as follows:

- **Dispatched**
- **Started Pickup**
- **Arriving at Pickup**
- **Started** - *the enrollee is in the vehicle and headed to the drop-off address*
- **Arriving at Drop-off**
- **Complete**

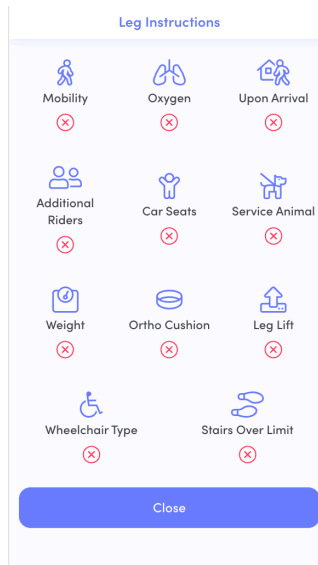


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Current Ride

The *Instructions*' button contains the instructions for the associated trip. When clicked, the instructions will load off-screen (denoted by a progress bar/moving line at the top of the card.)

Once loaded, a new screen will appear with a series of icons denoting the accommodations that may be required for a trip. Any icon with a circled red 'X' below signifies that this accommodation is not necessary or applicable. If there is a circled green check mark, or a numeric value, this accommodation will be applicable.



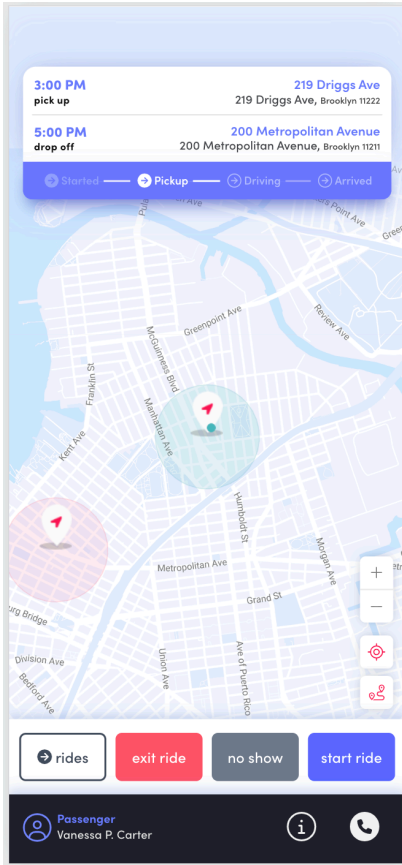
*Leg Instructions screen
w/no special
accommodations
required*



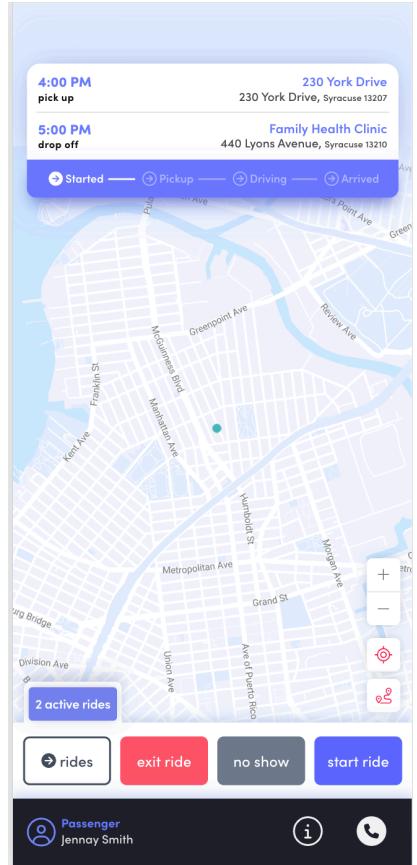
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Current Ride

Clicking on the trip card will close the ride list menu display the map view. Here, you will find the pick-up address, pick-up time, drop-off address, drop-off time, estimated time of arrival, and the pickup and drop-off areas, displayed as shown below. The green circle on the map indicates the pickup area for the trip while the red circle denotes the drop-off area.



Map Screen w/one active ride



Map Screen w/two active rides
in manual mode



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STARTING A TRIP

Important- You must allow full (Always On & Precise) location access when prompted by the app. If the app does not prompt you for these permissions, follow the instructions below:

For iOS Users:

1. Go to **Settings**
2. Select **Privacy**
3. Select **Location Services** - this should say **On**.
4. Scroll through this list till you see **MAS Trips**.
5. This final screen should have the permissions to Allow Location Access, select **Always** and set **Precise Location** to **On**

For more information visit <https://support.apple.com/en-us/HT207092>

For Android Users:

1. On your phone's home screen, find the app icon.
2. Touch and hold the **MAS Trips** icon.
3. Select **App info**.
4. Select **Permissions. Location**.
5. Select **Allow**
6. Set **Precise Location** to **On**

For more information visit <https://support.google.com/accounts/answer/6179507?hl=en>

Background Geolocation

Important: Although the app can track your location in the background (when the app is minimized) - it is highly recommended to have the app active and in the foreground during a ride. This ensures optimal performance and will avoid any issues with the device terminating background processes (automatically turning off the GPS to save battery/memory)

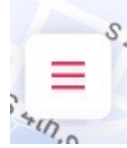


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Starting a Trip

Buttons

This menu icon will be used to toggle -open and close - the user's ride list .



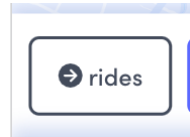
The top button will center the map according to the user's current location.

The bottom button will open a prompt with a list of navigational apps for the user to access, followed by where the user would like directions to - the pickup or drop-off address and is only accessible once the driver has started/resumed a trip.



Center Map,
View Route
Buttons

The rides button will open the driver's ride list, allowing them to view their active rides, available rides, and any completed or no show rides.



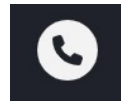
The trip instructions button has moved from the trip card to the map screen. When clicked, it will display any available trip instructions for the selected trip.



Trip Instructions Button

Call button - will now open up a 'Who would you like to contact?' prompt, allowing the user to choose to either call the enrollee or medical provider*

*This option will only be displayed when a contact number is available.



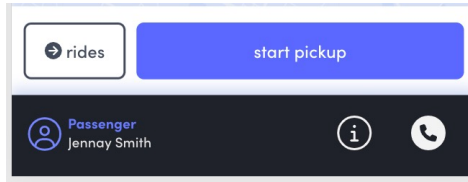
Call Button



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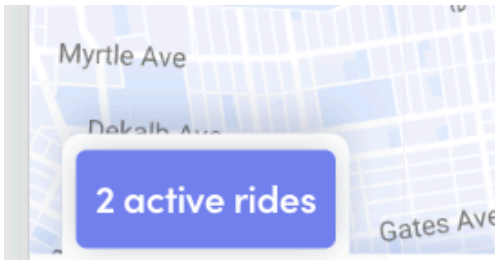
Starting a Trip

The 'Start Pickup' button will initiate the trip and begin recording the driver's location if the driver does not have any active trips.

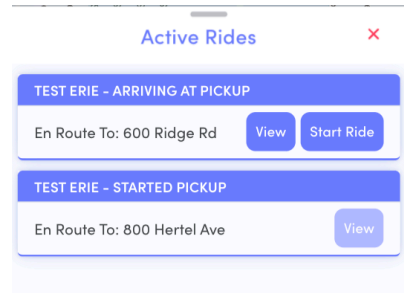


If the driver has more than one active trip, the screen will display the active rides bar, which will show the total amount of active trips, with the ability to cycle through each one by pressing the left and right arrows or open a list of all active rides by pressing 'Active Rides: ..'

The list will display the Medicaid enrollee's name, trip status, and the address the driver is heading to, along with any action buttons - Start Ride, Complete Ride, etc.



Tracked Rides Bar



Active Rides Menu



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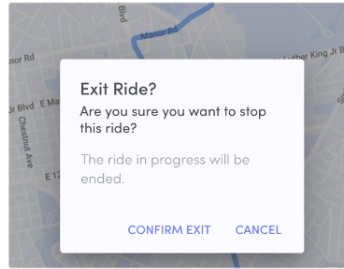
Starting A Trip

If you need to exit the ride at any time, you can do so by pressing the *Exit Ride* button. On pressing, you will receive a prompt asking you to confirm that you would like to end the ride in progress.

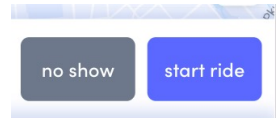
Note: Choosing to exit will end the live tracking of the ride and allow it to be resumed later if the ride has been started by mistake or if there is a change in pickup time, etc. Exiting will not end or cancel a trip.

When you reach the pick-up location, the red '*Exit Trip*' button will change to a purple '*Start Ride*' button alongside a light gray disabled '*No Show*' button.

The '*No Show*' button will become enabled 15 minutes after the driver has arrived in the pickup area. If clicked before those 15 minutes, there will be a message displayed indicating the time the button will be activated.



Exit Ride Prompt



No Show & Start Ride Buttons



Starting A Trip

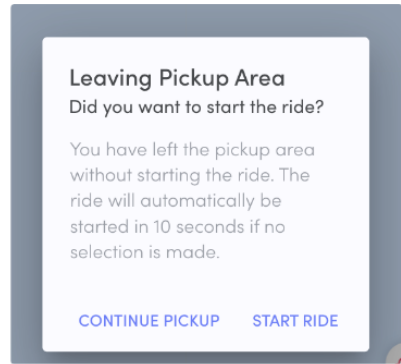
If you were to leave the pick-up Area without pressing 'Start Ride', the app will present an alert, asking you to either 'Continue Pickup' or to 'Start Ride'.

If you have picked up the enrollee, you should select the 'Start Ride' button. Otherwise, you can select the 'Continue Pickup' button.

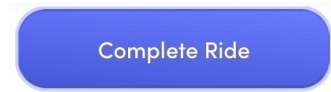
The app will however automatically start the ride, if you don't select one of these options within thirty seconds.

Once the ride has started, the buttons will change to a purple 'Complete Ride' button.

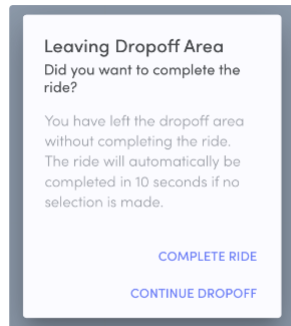
If you were to leave the Drop-off Area without pressing 'Complete Ride', the app will present an alert, asking you to either 'Continue Dropoff' or to 'Complete Ride'.



Leaving Pickup Area Prompt



Complete Ride Button



Leaving Dropoff Area

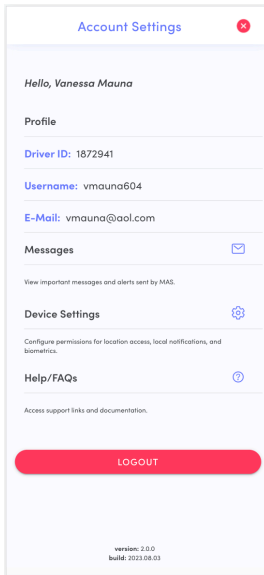


ACCOUNT SETTINGS

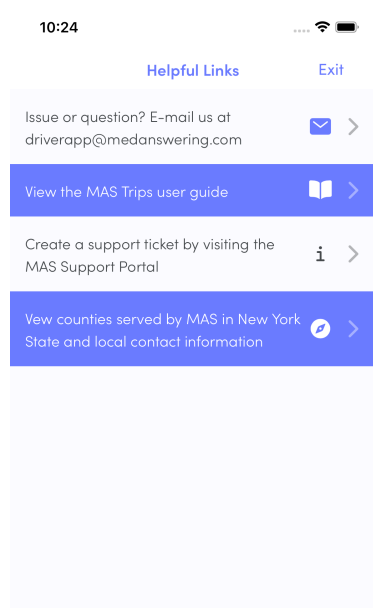
On the account screen, the driver will find their account information listed - name, username, the e-mail address linked to the account, and their unique MAS driver ID.

This screen will also provide access to:

- **Device Settings** - here the user can configure the device's permissions for local notifications, location access, and biometric login
- **Messages** - any important messages and alerts from MAS will be displayed here.
- **Help/FAQs** - this menu will provide links to the following:
 - The e-mail address for application support
 - The application's user guide in PDF format
 - The MAS support portal
 - Counties served by MAS and their local contact information



Accounts Settings Menu



Helpful Links Menu

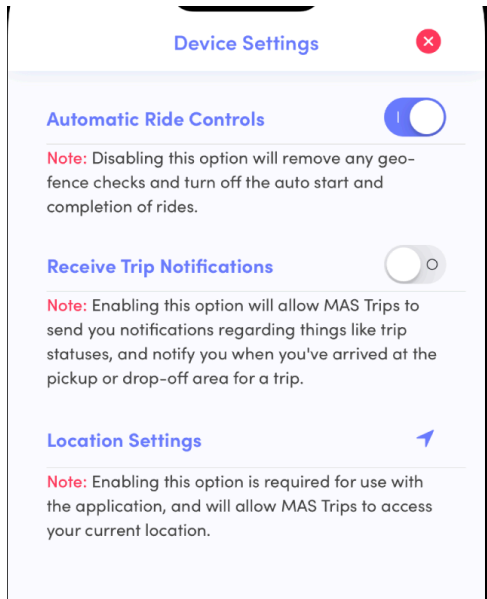


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DEVICE SETTINGS

When accessing the *Device Settings* menu, the user can:

1. Enable and disable the use of the application's automatic ride controls
2. Enable trip notifications - this will allow for the display of ride notifications on the user's device
3. Enable location access, which is required for use with the MAS Trips application.



Automatic Ride Controls

This feature is automatically enabled by the application. Turning it off will remove any geofence checks for a ride and will also disable the auto-start and auto-complete functions for all rides. This feature can be toggled on and off as needed and does not require logging out or restarting the application.

Receive Trip Notifications

If permission has been granted to allow local notifications from the application, enabling this feature will allow for the user to receive notifications for when they've entered the pickup and drop-off areas for a trip, as well as if a new trip has been added to the rides list.



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RIDE REASSIGNMENTS

Dispatchers are able to reassign drivers and vehicles for upcoming and active rides as long as a trip has not been attested, without any limits on the number of reassignments.

REASSIGNMENTS FOR AN UPCOMING RIDE

If a ride has not been started by the driver originally assigned to it, it will be removed from that driver's list and instead display on the newly reassigned driver's list.

REASSIGNMENTS DURING AN ACTIVE RIDE

When a dispatcher reassigns an active ride to another driver, the current driver will be able to continue the trip until it is resumed by the new driver on their device. The new driver will be able to see the trip under *'Today's Rides'*.

When ready to begin the trip, the new driver can click on the desired trip, and will be taken to the map screen, where they will be able to start the ride. The button to initiate the ride will read *'Resume Ride - New Driver'*.



Reassignments During An Active Ride

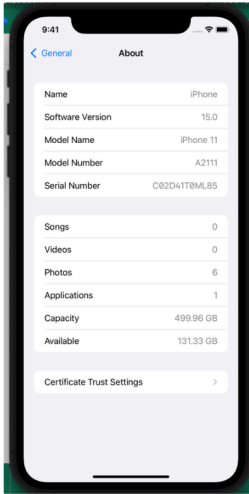
If the previous driver has not yet exited the ride, they will receive an alert from within the app informing them the ride has been reassigned and will no longer be displayed in the ride list.

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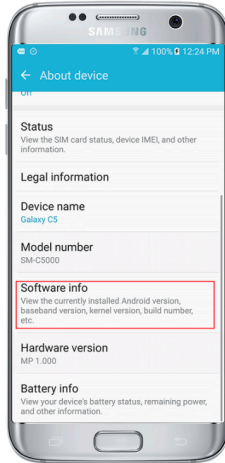


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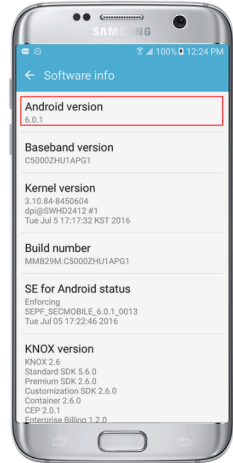
REPORTING ISSUES



iOS Device Name and Software Version



Android Device Name



Android Software Version

To help aid in resolving any issues within the application, the following information will be required when submitting feedback and bugs:

- *The name and model of the device e.g. iPhone 12, Google Pixel 5, Samsung Galaxy s21 Ultra, etc..*
- *The device's operating system.*



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Reporting Issues

iOS Users

- Find and select the *Settings* icon on your home screen
- Select *General*, followed by *About*
- The accompanying screen, as displayed on the right, should now list the name, software version, and model name.

Android Users

- Find and select the *Settings* icon on your home screen
- Select *About Phone*, typically phone towards the end of the *Settings* menu list
- The accompanying screen will give you the device's name and model. To obtain information about the device's software, select the *Software Version* option.
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